

6. Removal of solid waste from streets/ Roads

Checklist and Procedure for services		
1	Name of the service	Removal of solid waste from streets/ Roads
2	Designated Officer	Municipal Corporation: Senior Sanitary Inspector Municipal Council: Chief Sanitary Inspector Municipal Committee: Sanitary Inspector
3	Documents to be enclosed with the request	Nil. Only Photographs are required to be uploaded on portal through Mobile App
4	Fee/ Charges to be paid to get the service	Not Applicable
5	Timeline	2 Days after submission of application
6	Procedure	<p>The grievance of removal of solid waste from streets/ Roads can be submitted through Swachh Haryana App.</p> <ol style="list-style-type: none"> 1. Download Swachh Haryana app (Link: Swachh Haryana - Apps on Google Play) from google play store. 2. After installing app on mobile, open the App and enter Name and mobile number and then submit. After submitting Citizen will receive OTP on registered mobile no. 3. After entering OTP, you will get option of grievance for Road sweeping and Nala Cleaning. 4. Select the option of Road sweeping. (Note: Citizen shall be at the exact location of Grievance as the Mobile app will capture the photograph and its coordinates (latitude/longitude) from mobile app). 5. Click and upload photographs from gallery/click live photo of Solid waste in street or on Road (Based on the uploaded geo-tagged photo the coordinates are selected and the System decides if Complaint is to be routed to Vendor or Municipality). 6. After submitting complaint, <ol style="list-style-type: none"> a. MC Supervisor/ Vendor Supervisor assigns complaint to Resolver. b. MC Resolver/ Vendor Resolver resolves Complaint, c. MC Supervisor/ Vendor Supervisor verifies Complaint Resolution details, MC Supervisor closes Complaint in the System. 7. Citizen can view updated status of Complaint (In case of unsatisfactory resolution, Citizen can re-open the Complaint within 24 hours after closure of Complaint).